

STATE OF COLORADO

PUBLIC UTILITIES COMMISSION

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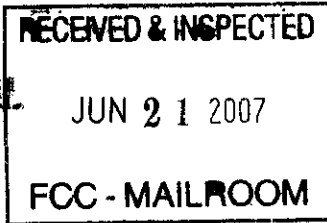
D. Rico Munn
Executive Director



Bill Ritter, Jr.
Governor

June 20, 2007

DOCKET 03-123 ORIGINAL



Marlene H. Dortch
Commission Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554

RE: CG Docket 03-123: Colorado TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007

Dear Ms. Dortch and Ms. Gregory,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1st.

Attached, for the State of Colorado, is the annual complaint log summary for June 1, 2006 through May 31, 2007; also attached is a diskette of the same, and four copies, as requested. A fifth copy is provided for Ms. Gregory.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at Joe.Benedetto@Dora.State.Co.Us.

Kindest regards,

Sincerely,

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

No. of Copies rec'd 0
List ABCDE

Attachment: Complaint Log Summary, June 1, 2006 – May 31, 2007
Four Copies, One Diskette

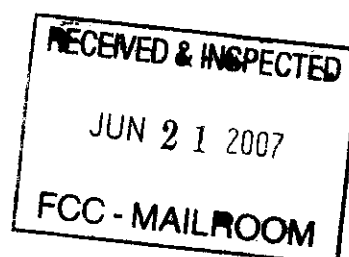
1560 Broadway, Suite 250, Denver, Colorado 80202, 303-894-2000

www.dora.state.co.us/puc
TTY Users 711 (Relay Colorado)
Permit and Insurance (Outside Denver) 1-800-888-0170
Consumer Affairs 303-894-2070

Fax 303-894-2065
Transportation Fax 303-894-2071
Consumer Affairs (Outside Denver) 1-800-456-0858

**Complaint Tracking for CO
(6/1/2006-5/31/2007). Total Customer
Contacts: 37**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4/19/2007	Customer reported that several agents did not switch to VCO in a timely manner, and the customer also experienced constant problems with garbled text.	4/19/2007	Agents attributed computer issues for delays in switching to VCO. Unable to resolve without customer's contact information and more information about the case. Agents were instructed to transfer callers to relay CS if they were still having this type of problem.
4/18/2007	Customer called and received garbled text. Customer asked the agent if there were technical issues and the agent did not respond to the customer's question. The agent repeatedly asked the customer for a number to dial and disconnected the line.	4/18/2007	Agent is no longer employed with CSD.
4/6/2007	VCO customer stated that she was experiencing major problems with garbled text when placing calls with Colorado Relay (handled within Minnesota Relay Center), and this has been happening for the past six months. Customer wants resolution to this problem, and added that when she answers the phone, she would press the "GA" key once or twice. But when a call is coming in through the Minnesota Relay Center, whenever she presses the "GA" key, the VCO system shuts down. Customer was very frustrated and wanted the problems to be resolved.	4/6/2007	Apologized to the customer and a Trouble Ticket was issued. Told the customer that the account manager from the Minnesota Relay Center would follow-up by phone or email, and gave the customer our VCO number so that she would not have to use the "GA" key in the future. Explained about the new CapTel phone service, as it might benefit the customer.
3/28/2007	VCO user gave the agent a local number to dial, and the agent dialed a different number which was a long-distance number. The VCO user gave the agent another number to dial, and reached an answering machine. The agent did not type the answering machine message in full, and instead typed "Ans mach playing (beep) GA."	3/28/2007	Apologized to the customer and referred the case to the supervisor for follow-up with the agent. The customer did not request a callback. The supervisor met with the agent, and coached the agent on the importance of typing answering machine messages in full unless instructed not to by the customer. The agent understood, and the customer did not request a follow-up.
3/20/2007	Customer gave the agent a number to dial and the agent did not respond. The customer tried three times to give the number to the agent.	3/20/2007	Thanked the customer for letting us know and forwarded the customer's contact information to the agent's relay center for immediate follow-up. The customer did not request a follow-up call. The agent did not remember the incident, but was coached on the importance of responding to customers in a timely manner, and the agent understood.
3/14/2007	Technical (general) problems: Customer shared feedback about problems with getting disconnected during captioned calls.	3/15/2007	Apologized to the customer and thanked the customer for the feedback. Customer was informed that the information would be shared with appropriate captioning service staff for follow-up.
2/15/2007	Caller gave CA a number to dial out, and the CA never responded. The caller tried several times to get the CA's attention without success. The CA ended up hanging up on the caller. The caller was very upset with the relay service.	2/15/2007	The case was forwarded to the CA's Team Leader for follow-up on proper dialing-out procedures and disconnecting customers. The Team Leader met with the agent and coached the agent on proper/improper disconnection procedures.



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2/12/2007	Connection issue: the connection got disconnected and reconnected during calls.	Apologized to the customer, and sent customer information explaining the difference between a CapTel phone and a traditional phone, and explained to the customer why problems with connection might be occurring. Sent a letter with tips on reducing problems with connection.	Apologized to the customer, and sent customer information explaining the difference between a CapTel phone and a traditional phone, and explained to the customer why problems with connection might be occurring. Sent a letter with tips on reducing problems with connection.
1/30/2007	Connection issue: the connection got disconnected and reconnected during calls.	Apologized to the customer, and sent customer information explaining the difference between a CapTel phone and a traditional phone, and explained to the customer why problems with connection might be occurring. Sent email with tips on reducing problems with connection.	Apologized to the customer, and sent customer information explaining the difference between a CapTel phone and a traditional phone, and explained to the customer why problems with connection might be occurring. Sent a letter with tips on reducing problems with connection.
1/22/2007	HCO customer called relay at approximately 3:12 p.m. and wanted to make a HCO call. The agent did not respond until after one and half minutes, and the customer felt that the agent was rude, incompetent, and needed a review of basic HCO call procedures. The customer also thought that the agent discouraged the customer from making a HCO call, and the customer planned to contact the local phone company about this issue.	Apologized to the customer for the inconvenience, and an attempt was made to offer Branded HCO to the customer. Unfortunately, the customer hung up before the offer could be made. No follow-up needed. The agent remembered the case and it was her second day on the floor. The agent became a little flustered when a HCO call came in, and after speaking with the supervisor, the agent is now able to demonstrate proper knowledge of HCO call procedure. The agent was also reminded to request assistance if there were any question about call processing procedures.	Apologized to the customer for the inconvenience, and an attempt was made to offer Branded HCO to the customer. Unfortunately, the customer hung up before the offer could be made. No follow-up needed. The agent remembered the case and it was her second day on the floor. The agent became a little flustered when a HCO call came in, and after speaking with the supervisor, the agent is now able to demonstrate proper knowledge of HCO call procedure. The agent was also reminded to request assistance if there were any question about call processing procedures.
1/12/2007	Service: General	A technical problem with the inbound call was reported at 8:15 a.m. CST on 1/12/07, and it resulted in increased queue waiting time. The problem was completely resolved at 10:28 a.m. CST by CapTel Technical Support.	Apologized to the customer and explained the difference between a CapTel phone and a traditional phone. Explained to the customer why problems with connection might be occurring.
1/12/2007	Connection issue: Call got disconnected and reconnected during calls.	Apologized to the customer and explained the difference between a CapTel phone and a traditional phone. Explained to the customer why problems with connection might be occurring.	Apologized to the customer and explained the difference between a CapTel phone and a traditional phone. Explained to the customer why problems with connection might be occurring.
1/9/2007	The customer stated that four operators hung up on her and requested a follow-up call.	Apologized to the customer and forwarded the case to the center in which the agent works for follow-up. The agent was coached by the Team Leader on disconnecting calls, and the agent stated that she did not disconnect the call. The call came in and immediately disconnected by itself.	The customer was told a follow-up call regarding her complaint would be placed to her residence. Unable to resolve the customer's complaint without an agent ID number. The customer will be contacted and asked to provide this information. Spoke with the customer, who will request her daughter to call RCS with details of her problems in reaching the relay.
1/7/2007	A 83-year old customer reported that operators were hanging up on her daughter whenever her daughter tried to dial relay, and it seemed to occur frequently at night. The customer was only able to provide the agent with her name and telephone number and stated that she was not feeling well.	CO voice customer stated someone called through Colorado Relay Service and attempted to access her bank account.	Apologized to the customer and explained their services. Customer was referred to the local police department and FCC, and the customer did not request a follow-up. AMI reviewed the complaint.
12/13/2006	VCO customer left a message on an answering machine, and there was a long pause lasting about 15 seconds and then the operator said "Ans mach hung up." Customer asked if her message had been left, and the operator said "your message has been left." Customer wanted to call back to leave another message, but heard no response from the operator. There was a long pause lasting about 20-30 seconds and then the operator hung up on her.	12/13/2006	Supervisor assured the customer that the complaint will be sent to appropriate people and would speak to the operator about the incident. Supervisor coached the operator about the importance of following VCO user's instructions. The operator was also coached about making sure that the VCO bridge stayed open when processing this type of call. The agent understood. The customer did not request a follow-up.

12/8/2006	Customer called into relay and got no response from the operator, even after giving the operator the number to dial. Customer waited and waited and received no response.	12/8/2006	Supervisor apologized and assured the customer that the complaint would be forwarded to the appropriate supervisor. No follow-up was requested. Spoke to operator about the incident, but there was not enough information as to when the incident actually occurred, because the operator does not work on Fridays. The operator did work overnight on Thursday, and did demonstrate proper procedure in keeping the caller informed of the progress of call (example of a voice call: "Thank you I'll be off the line...").
12/6/2006	Customer reported that she could not make long-distance calls, and has chosen Qwest.	1/2/2007	Apologized and assured the customer that the complaint would be handled. A Trouble Ticket was issued. Customer requested callback. AM reviewed the complaint, and tech's test calls went through without any problems. Tech placed a call to his office and to 360-357-6647 using Qwest as the COC in both cases, and both calls were completed. Tech attempted to contact the customer, and there was no answer after 10 rings. AM also attempted to contact the customer several times without any success.
12/6/2006	Customer reported that she could not make long-distance calls, and had chosen Qwest.	1/2/2007	Apologized and assured the customer that the complaint would be handled. A Trouble Ticket was issued. Customer requested callback. AM reviewed the complaint, and tech's test calls went through without any problems. Tech placed a call to his office and to 360-357-6647 using Qwest as the COC in both cases, and both calls were completed. Tech attempted to contact the customer, and there was no answer after 10 rings. AM also attempted to contact the customer several times without any success.
12/5/2006	Customer reported problems with placing long-distance relay call when using 711 through work PBX and getting recording which says "This call cannot be completed at this time." Customer placed this call on 11/22, and originally filed regulatory complaint with Colorado PUC. Sprint Executive Offices contacted relay center on 11/29 to report the complaint. Relay Center responded on that day to get additional information and received follow-up contact on 12/4 from Sprint.	12/5/2006	A Trouble Ticket was filed, and customer requested follow-up. Tech called the voice customer, and the problem was simple to fix. The customer's phone number was tied to AT&T, and did not make a COC preference. Whenever a relay call was attempted, they were placed over Sprint. Once AT&T was selected, the problem was resolved. Tech person entered a COC preference for the customer's numbers and completed test calls with the customer. Tech said that the company has numbers tied to Sprint and AT&T, and customers will need to know which carrier their phone number is tied to and make their preferences known to the relay operator. CRM has contacted the customer and Colorado PUC and informed them about the resolution.
11/30/2006	Customer felt that the agent didn't know how to retrieve messages from answering machine, and asked the agent to play messages five times. No response. Customer reported that this is not the first time this has happened, and this call took thirty minutes.	11/30/2006	The complaint was forwarded to the relay center for follow-up. The Team Leader coached the agent on answering machine retrieval procedures.
11/30/2006	Customer had problems with being transferred to customer service. As soon as the transfer key was pressed, a message saying "Transfer not available" appeared.	11/30/2006	Complaint was forwarded to Sprint technician for follow-up. It was determined to be a non-agent error, and the agent position was upgraded and corrected.
11/22/2006	Caller shared feedback regarding accuracy of captions.	11/22/2006	Apologized for the incident and thanked the customer for providing feedback. The customer was advised to document the date, time, and CA number for more specific follow-up.

8/29/2006	VCO customer reported that the operator never informed him that the outbound called had hung up, and the agent also failed to give customer his CA number.	8/29/2006	Complaint was forwarded to the operator's Team Leader for coaching on keeping the customer informed and the importance of always giving customers CA number when requested.
8/26/2006	VCO customer stated that she had to disconnect in a hurry and the outbound caller said the operator seemed frustrated at not being able to give VCO customer his CA number.	8/26/2006	Apologized to the customer and customer requested a follow-up from the supervisor. Spoke to operator and discussed proper calling procedures. The operator understood the importance of using the Alt-V function key in order to communicate with the inbound VCO customer.
8/25/2006	CapTel user keeps hearing echo sounds.	8/25/2006	Shared tips with customer on reducing echo during calls, and discussed the option of using an assistive listening device.
8/25/2006	Customer reported being disconnected by the operator.	8/25/2006	Customer's complaint was forwarded to the operator's Team Leader for coaching on proper disconnect procedures. The Team Leader at the call center spoke with the operator, and coached the operator on proper disconnection procedures.
8/25/2006	Customer reported being disconnected by the operator.	8/25/2006	Team Leader spoke with the operator about proper disconnection procedures. The operator did not remember this call.
7/24/2006	Customer called in branded VCO mode and wanted to use TTY mode instead. Customer felt the operator misunderstood instructions and didn't follow directions. (Notes say "sometimes VCO, sometimes TTY")	7/24/2006	Forwarded complaint to the Team Leader for coaching the operator on following inbound notes and how to process VCO calls if the customer wishes to type instead of using voice.
7/22/2006	VCO customer was unable to place any relay calls after 11:00 a.m. on 7/21.	7/22/2006	Apologized to customer, and customer requested a follow-up. AM tried to call customer back, using telephone number provided, but the recorded message said the phone number cannot be completed as dialed and to check the number. AM made number of attempts and still was unable to reach the customer.
7/21/2006	Customer was on hold for 20 minutes trying to get a Spanish relay operator.	7/21/2006	Customer wanted to file complaint for excessive waiting time. Operator logged into station and requested supervisor immediately. A Customer was emailed about the problem with the waiting time on Spanish gate.
6/30/2006	VCO customer reported that the operator dialed wrong number, and VCO customer tried to interrupt. The operator didn't respond and hung up. The number was long-distance.	6/30/2006	Complaint was forwarded to the operator's supervisor, recommending coaching on watching the signal light to see if VCO customer is speaking.
6/19/2006	Customer stated that her database information and branding is not showing in the system and the agent is unable to see the information.	9/20/2006	Thanked the customer for letting the relay center know, and a Trouble Ticket was issued. Customer requested a callback. verified branding and left a message with customer. Recommended that she use VCO dedicated number, and problem has been fixed. Customer is satisfied.

6/13/2006	Customer got a call from her home insurance on June 9th around 3-4 p.m., and the whole conversation was confusing, because the operator made too many mistakes while typing. Customer requested to switch operators, and operator ignored customer's request. Operator also interrupted customer several times, and customer felt really frustrated.	6/13/2006	Supervisor spoke to agent during and after the call because of the attitude of the TTY caller toward the operator. Current protocol does not allow a supervisor's involvement in a call unless the inbound caller requests or authorizes supervisor assistance/involvement. Customer did not request or authorize supervisor assistance/involvement. Customer (both TTY and voice) did not request a different operator. When an inbound disconnects, the system disconnects the outbound within a set time frame, and operators are unable to transfer an outbound. Supervisor investigated further and learned that the operator was typing everything correctly and that the issue was more of problems with garbled text than typo. The case is closed.
6/12/2006	FL voice customer called in to say that she was receiving fraudulent calls through our service. Customer wanted to know how to track them down.	6/12/2006	Apologized to the customer; no follow up requested. Customer Service educated the customer on relay policies and referred her to the local authorities.
6/10/2006	VCO customer called customer service and complained that operators are using abbreviations when she doesn't want abbreviations. Customer said the supervisor told her operators aren't using abbreviations but customer feels they are. Customer stated customer service was typing abbreviations and gobbledy gook while the customer service screen looked fine. Customer service got her phone number for a callback on TTY to get more information. Customer got angry and hung up. Customer did not state whether she wanted a follow-up.	6/10/2006	A Trouble Ticket was issued; a previous Trouble Ticket was issued on 5/13/06. Account Manager reviewed the case and the Trouble Ticket file. Tried to contact the customer to see if the problem on the customer's end had been resolved. There was no answer, and tried to call customer several times without success. Complaint is closed.
6/1/2006	VCO customer said the operator hung up on her, and no time was given by customer.	6/1/2006	Supervisor thanked the customer for bringing it to their attention and the case would be forwarded to an appropriate supervisor. Although operator didn't recall the case, the operator apologized for the disconnect regardless.

DOCKET NO. 03-123

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